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| Job Title: | Business Support Advisor (Band 2) |
| Reports to (job title): | Operations Manager |
| Line Manager to: |  |
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## Job purpose

To provide a professional and efficient front-line service to members of the public, other professionals and colleagues wishing to access community Health Services. Taking phones for the community nursing, nurse specialist team, and community therapist, wheelchair services, directing these calls to the most appropriate service using the appropriate software and following the pathways and protocols to ensure patients are referred/seen in timely manner by the right team or professional. Entering and updating client/patient details onto specified IT systems ensuring accuracy and confidentiality and provide administrative support to wider Swindon Community Health Services / Teams.

Base

The Orbital Swindon

This post is responsible for

## Key responsibilities

* Act as the first point of contact for patients, families and other health care professionals wishing to access the Swindon Community Health Services, community nursing, community therapist, wheelchairs, and as such provide responses to any enquiries or requests for information or assistance in a timely manner.
* Handle telephone calls from a variety of sources including patients, patient’s relatives, GP’s, carers and other health care professionals and ensure that relevant routine medical and personal information is collected and recorded correctly using Systm1 modules for the community health services. The post holder will require good communication and customer service skills as they will be dealing with a wide variety of people and may encounter barriers to understanding such as language.
* Assess the information provided by the caller and direct the call as appropriate. This will include an element of analysis to help the post holder to decide on the urgency of the call and attention to detail to ensure all referrals are passed to the correct team in timely manner.
* To take calls for specialist services within Swindon Community Health services such as Phlebotomy Team, Continence Team, COPD Nurse, IV Therapy Team and the Rapid Response Service both for existing users and family members and GP’s requiring a new referral.
* Be able to take a patient referral over the phone from a health care professional / patient following the criteria for each service.
* Being able to express empathy and handling difficult, emotional phone calls, for example if a patient’s family calls to say they have passed away or someone wants to complain. The post holder should be able to recognise distress and demonstrate understanding of the caller’s emotion at that time to de-escalate the situation as best as possible.
* Provide daily administrative support to the nursing teams, clinical hub triage teams community nursing and therapist within the hub clinical hub, for example respond to telephone calls, email, written queries or system tasks, compiling of the daily capacity sheet and printing off of the Bank & Agency care plans for their daily workload. To ensure that the relevant recommended National Wheelchair Minimum Standards are met.
* Covering administration duties at different service sites when cover is required and needed.
* Liaising with surgeries, hospital wards / departments and other medical professionals to request or clarify information to ensure patients are referred correctly, and that we have everything needed to get them seen by the relevant service/team.
* Maintain accurate, timely electronic and hard copy business systems and records, including processing, completing, and scanning in bank and agency care plans, handovers and old notes. Suppling the teams with Shared care folders for new patients which will include the relevant up to date patient information and ensuring that paperwork replenishment is restocked and kept up to date where applicable. To maintain an up to date computerised clinical and equipment database using correct procedures.
* Process purchase orders for equipment, for modifications, repairs, deliveries and collection of equipment ensuring all documentation is recorded on the appropriate databases.
* Be compliant with the Data Protection and record management policy and procedures with reference to confidentiality and safeguarding issues. The post holder will be working with highly confidential information, which must be maintained in a sensitive and completely confidential manner

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * Resilience |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Essential

* GCSE Maths and English at grade C or above or equivalent or compensatory experience in a similar role
* Experience in a busy office, admin/call centre environment
* Ability to demonstrate a good working knowledge of IT including Word, Excel and email.
* Ability to work quickly and accurately under pressure
* Good organisational and administrative skills
* Demonstrate an understanding of data protection and confidentiality.
* Demonstrate the ability to meet deadlines and work within pre-defined timescales.
* Demonstrate a flexible and adaptable approach to workload management.
* Be able to prioritise own workload and remain calm under pressure.
* Ability to communicate to a high standard both verbally and in writing with colleagues, service users and external agencies.
* Ability to deal with potential difficult and challenging behaviours in a sensitive and confident manner.
* Be able to build and sustain relationships within a multi-disciplinary team both with colleagues and service users.
* Innovative and effective in problem solving and service delivery improvements.
* Be able to assist in the development and use of formats and templates.
* Ability to reflect on daily tasks, processes and systems and evaluate the development needs for self-improvement
* Flexibility to work a variety of hours over seven days including bank holidays and evenings to reflect the needs of the service if required

Desirable

* Demonstrate an understanding of a health and social care setting

Ability to show empathy, respect and consideration NVQ 2 or equivalent in Business Administration/Customer Care

* Demonstrate an understanding of a health and social care setting

Ability to show empathy, respect and consideration Experience of working in a healthcare environment

* Demonstrate an understanding of a health and social care setting

Ability to show empathy, respect and consideration

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| Employee signature |
| Manager signature |